User Manual for MOPTro

www.greendzine.in

5/9/2015

This is a controlled document. Any unauthorized access, redistribution, reposting and reproduction will be strictly prohibited.

This document must not be copied in whole or in part, without the written permission from Greendzine Technologies Pvt. Ltd.

Contents

1. Introduction 7
2. Safety Information 8
2.1 General Safety Information 8
2.2 Symbols & Description 9
3. Know Your MOPTro™ 14
3.1 Unpacking MOPTro™ 14
3.2 Inspection 14
3.3 Handling MOPTro™ 15
4. Description 16
4.1 Know your MOPTro™ 16
4.1.1 Handle Bar 17
4.1.2 Rider platform 19
4.1.3 Rear Wheel with Disc Brake 19
4.1.4 Front Wheel 19
4.1.5 Charging Port 19
4.1.6 Charger 20
5. Start-up Procedure 21
5.1 Battery Charging 21
5.2 Standing on MOPTro™ 22
5.3 Powering-up 23
6. Riding MOPTro™ 24
7. MOPTro™ Maintenance 25
7.1 Brake Wire Adjustment 25
8. Trouble Shooting 27
8.1 MOPTro not running after waking up 27
8.2 MOPTro not charging 27
8.3 Brake is not effective 27
9. Customer Service Portal 28
9.1 The Home Screen 28
9.2 The Search Box 28
9.3 Product Search 29
9.4 Reporting an Issue 29
9.5 Issue Status Tracking 32

About this Manual

The purpose of this user manual is to help ride MOPTro™. It is important that you read and adhere to all the safety instructions, warnings and cautions contained in this manual prior to using MOPTro™.

LIMITED WARRANTY – Terms and Conditions

Greendzine Technologies Standard Limited Warranty Terms and Conditions for Its product – MOPTro™ Smart Electric Trolley

1. Definitions:

- Unless the context otherwise requires, the following terms would have the prescribed meanings:
- GDTPL: Greendzine Technologies Private Limited , a company duly registered under the Companies Act having its Registered Office at #387, 8th Main 7th Cross BTM 2nd Stage Bangalore 560 076 , Karnataka
- Product(s): MOPTro™-EPMS: Motorised Order picking Trolley Designed and Manufactured solely by GDTPL in India. MOPTro™ purchased from any Dealer or Reseller is not covered under Product definition and accordingly not eligible for GDTPL Limited Warranty.
- Customer : An end-user (firm, company or the legal entity) who is the Original purchaser of the Product(s) Directly from GDTPL

GDTPL Provides this limited Warranty to the customer (NOT Transferable) of the New Product(s) (MOPTro™), Replacement Part and Accessories purchased in and Situated in Bangalore

2. Warranty Period:

Product(s) is covered under One (1) year Limited Warranty from the date of delivery to the Product to the customer.
If a Customer transfers the ownership of product(s) to another end user, the Limited warranty from the date of transfer stands cancelled.
Customer shall be required to provide proof of purchase including, Invoice, Warranty Card of the Product(s), as a pre-condition for availing the warranty of the Product(s).

3. Warranty Type:

Onsite Warranty**:** Onsite Warranty will be provided at the Customer's location. Onsite warranty is limited to the location(s) which is within South India

4. Warranty Terms:

Subjected to the Exclusions, Limitation and Conditions, GDTPL's Warrants following listed components, Assemblies of the Product(s) only against any defects in the manufacturer's material or workmanship, for a period of ONE (1) year (But not the attachments thereto listed under the ninety (90) day warranty below) from the date of delivery to the customer: Chassis, Gearbox, Batteries, Rear Drive Shafts Assembly, Front Steering Shaft Assembly, Motor, Control Electronic Board & Internal Wiring
Subjected to the Exclusions, Limitation and Conditions, GDTPL's Warrants all other parts, components of the Product(s), Plastic parts; Handle Grip; Mat; Handlebar; Chargers; Tyres; Electronic Lock; clamps; Wheel guards; Brake Assembly; LED's; Throttle; Replacement parts and Accessories; for a period of ninety (90) day from the date of delivery to the customer:
Subjected to the Exclusions, Limitation and Conditions, Within Limited warranty period, GDTPL will repair or replace any defective part(s) of the Product(s), if required, to rectify the problem in the Product(s). GDTPL reserves the right to use re-engineered part(s) with performance parameter equivalent to the similar new part(s), for performing the warranty services. The replaced part(s) shall become the property of GDTPL.
In the event of repairs or replacement of any part(s), during the warranty period, the warranty shall thereafter continue only for the unexpired period of original Limited warranty.

5. The Warranty of the product(s) shall be rendered null and void if:

This Limited Warranty does not cover damages caused to the product(s), Replacement part, or Accessories caused by any of the following : All external and physical damages without limiting to dropping , accident, collision, fire , short-circuit, immersion in water , overloading , racing, or using the product(s) contrary to the training /Instruction given by GDTPL, alteration or modification of the product, or otherwise accessing the parts within the chassis (Motor, Battery, Control Electronics Board, Mechanical Drive),tamper quality seal, disassembly of the product, deterioration of paints , plastic parts & appearance items that results from use and/or exposed to the elements. Cleaning with high pressure wash, abrasives, acids, solvents; exposing to environmental condition beyond the limits stated by GDTPL; Failure to properly maintain, use or carryout

improper servicing of the product(s), use of non –GDTPL specified /Manufactured parts , replacement parts or accessories

6. Limitation of Liability:

GDTPL makes no other express warranty either in writing or otherwise and expressly disclaims all warranties and conditions not stated in this limited warranty. GDTPL does not warrant that the operation of the product(s) will be uninterrupted or error-free.

GDTPL's maximum liability under this warranty is limited to defects in component, Replacement parts or accessories. The warranty is limited to repair, repair cost or replacement cost of the defective part with in the warranty period.
Except as indicated above, in no event will GDTPL be liable for.

- Indirect damage caused due to improper functioning of the product, including but not limited to lost profits or savings, business interruption, loss of brand, lost revenue, loss of use, or any other commercial or economic loss of any kind, or special, incidental, or consequential damages

This limitation of liability applies in all circumstances i.e. when damages are sought, a claim made under this limited warranty or any other claim. This limitation of liability cannot be waived or modified by any person.

7. Governing Laws:

Any disputes arising in connection with this Limited Warranty shall be governed by the laws of India. The courts of Bangalore shall have the exclusive jurisdiction over disputes arising hereunder.

8. Extended warranty:

One Year Extended Warranty: At an additional cost Customer can buy a one –year warranty extension at the time of the purchase of the product(s). The Extended warranty shall cover only Chassis, Motor Control Electronic Board and Mechanical drive.

I / We hereby declare that we have gone through the Warranty clause and are clear about the terms and condition to avail warranty on the product MOPTro, supplied by Greendzine Technology.
I/We hereby agree to the warranty terms & condition as stated above

Signature:

Date

Place

1. Introduction

MOPTro™ is an Electric Vehicle (EV) used for short distance, point-to-point and In-Campus mobility. Before using MOPTro™ read through this manual and follow all the instructions carefully. All warnings and cautions must be read with care to avoid any untoward incidents. In case of more information visit our website www.greendzine.in, www.MOPTro.com or mail to gdt@greendzine.in

NOTE

MOPTro™ has been designed to be used for people above 16 years of age.
The minimum weight of the rider must not be less than 50 Kg, so as to ensure that the rider's safety is maintained. The maximum weight of the rider should not be more than 90 Kg.

WARNING

If the rider is below the minimum rider weight limit, riding MOPTro™ will result in serious injury.

2. Safety Information

This section provides safety and warning information which you must be aware of before you use your MOPTro™.

WARNING	Indicates action that may result in personal injury or death.
CAUTION	Indicates actions that may result in minor injury or physical damage to MOPTro™.
NOTE	Indicates important points, useful information to be kept in mind during operation.

2.1 General Safety Information

NOTE

MOPTro™ has been designed to be used for people above 16 years of age.
The minimum weight of the rider should be 50 Kg so as to ensure that the rider safety is maintained.
The maximum payload that the trolley can carry should not be more than 60 Kg.
MOPTro is designed for indoor use ONLY

WARNING

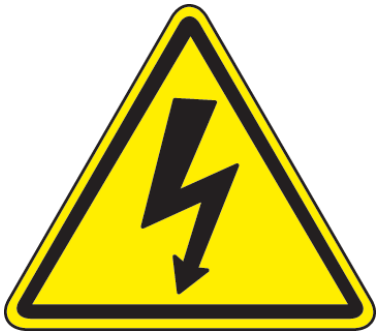
If the below instructions are not followed it will lead to serious injury.

- The user must wear safety shoes when riding MOPTro™.

- The user must wear Safety apron while riding MOPTroTM.

- Ride MOPTro™ within warehouse ONLY.

2.2 Symbols & Description



RISK OF ELECTRIC SHOCK

RISK OF INJURY

WATER PROHIBITED

DO NOT STAND

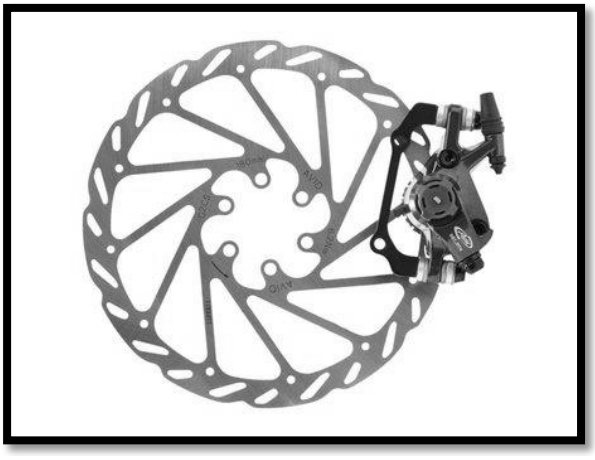
MOPTRO – Do's & Don't

Do's

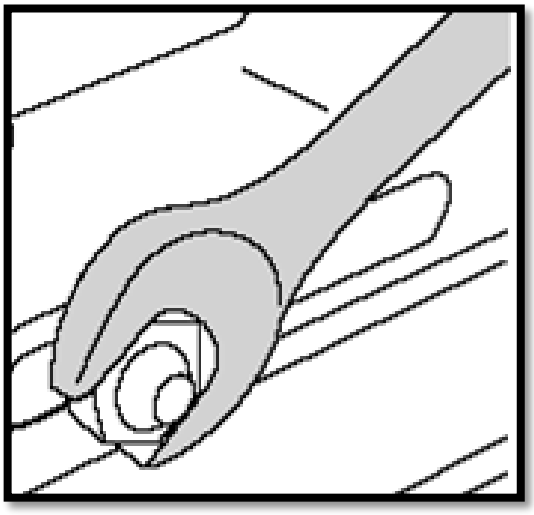
1. ***Vacuum clean the vehicle once a week***

2. ***Spray clean using Colin & 3M mop cloth once a week***

3. ***Tighten the disc brake regularly***



4. ***Tighten loose nuts and bolts regularly***



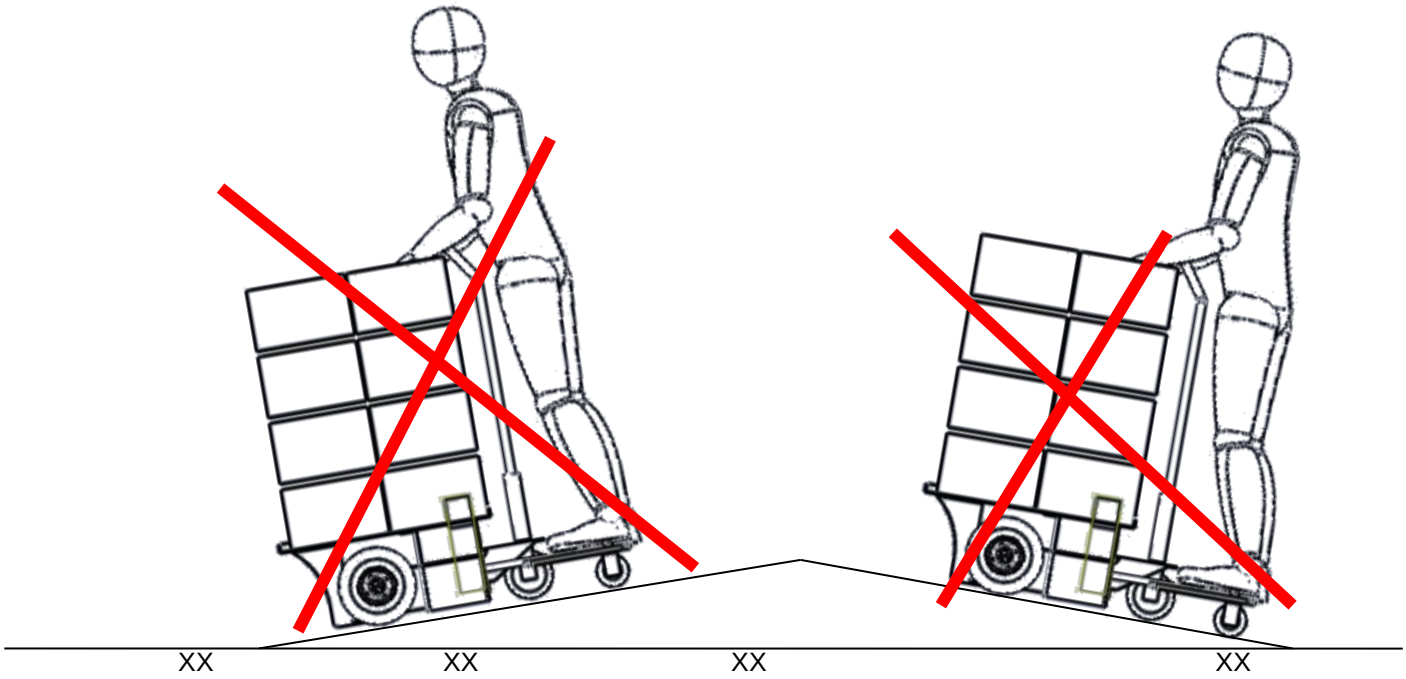
Don’ts

The following are some of the Safety instructions which have to be followed:

- ***Do not pressures wash MOPTro™.***

- ***Do not expose MOPTroTM to Rain & Dust.***

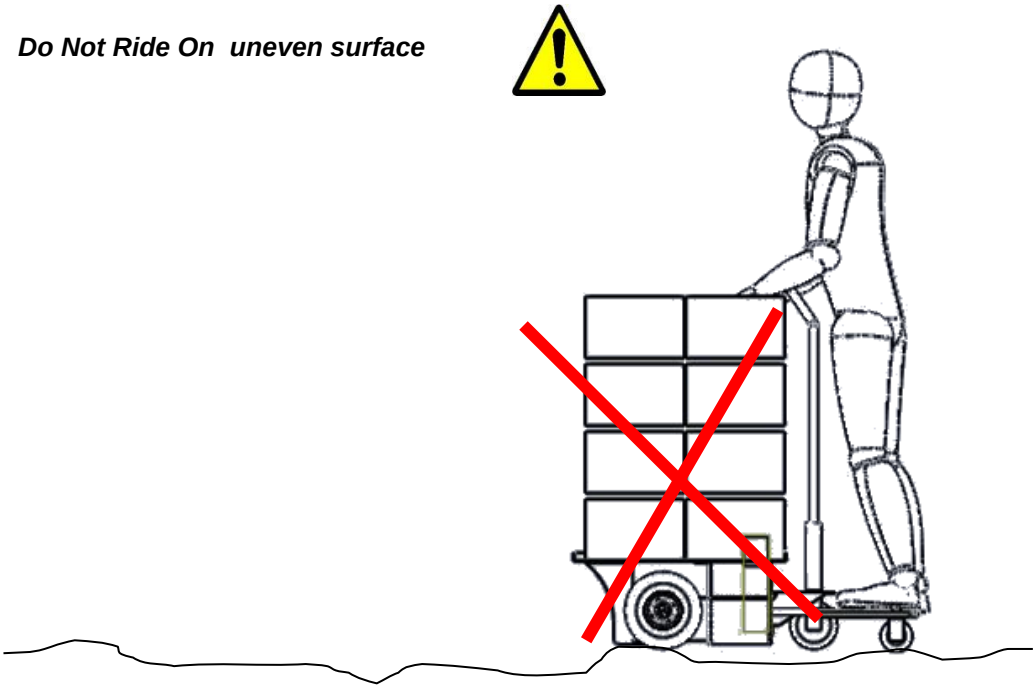
- ***Do not ride on slopes***



- ***Do not ride on humps***

- ***Do Not Ride On Wet slippery floor***

- ***Do Not Ride On uneven surface***



CAUTION

If the above instructions are not followed it will damage MOPTro™.

3. Know Your MOPTro™

This section helps you understand how to setup your MOPTro™ for operation.

3.1 Unpacking MOPTro™

The following items are shipped along with your MOPTro™.

ITEM	SPECIFICATION	QUANTITY
MOPTro™	Basic	One
Charger	230 V (Normal Household socket)	One
Scanner holder	Plastic pouch	One
Tool Kit	Allen Key set , Spanner set	One each

The accessories for MOPTro™ can be purchased online on www.greendzine.in.

In case of any discrepancy in the above Specification or Quantity, raise a complaint on our customer service portal www.greendzine.in/customerservice or call +91 80 414 724 28, or email to info@greendzine.in

3.2 Inspection

An Inspection is important and should be done when the MOPTro™ is delivered at place to avoid any warranty issues. In case of damages raise a complaint on our customer service portal www.greendzine.in/customerservice or call +91 80 414 724 28, or email to info@greendzine.in

Do the following checks to identify any damages done if any during shipping.

INITIAL CHECKS	STATUS
Check for any external damages (Scratches/Dents/Paint Peeling) on the MOPTro™	
Check for any loose hanging parts on the MOPTro™	
Product ID & QR Code	

3.3 Handling MOPTro™

MOPTro™ should be lifted only at its specific lifting points as shown in the below figure:

CAUTION

Lifting MOPTro™ by holding other points will damage MOPTro and will not be covered under warranty.

4. Description

MOPTro™ is an Electric Vehicle (EV) primarily used for transporting non-bulk material on flat terrains. The five wheel design ensures smooth, balance free riding for Users of various age groups.

NOTE

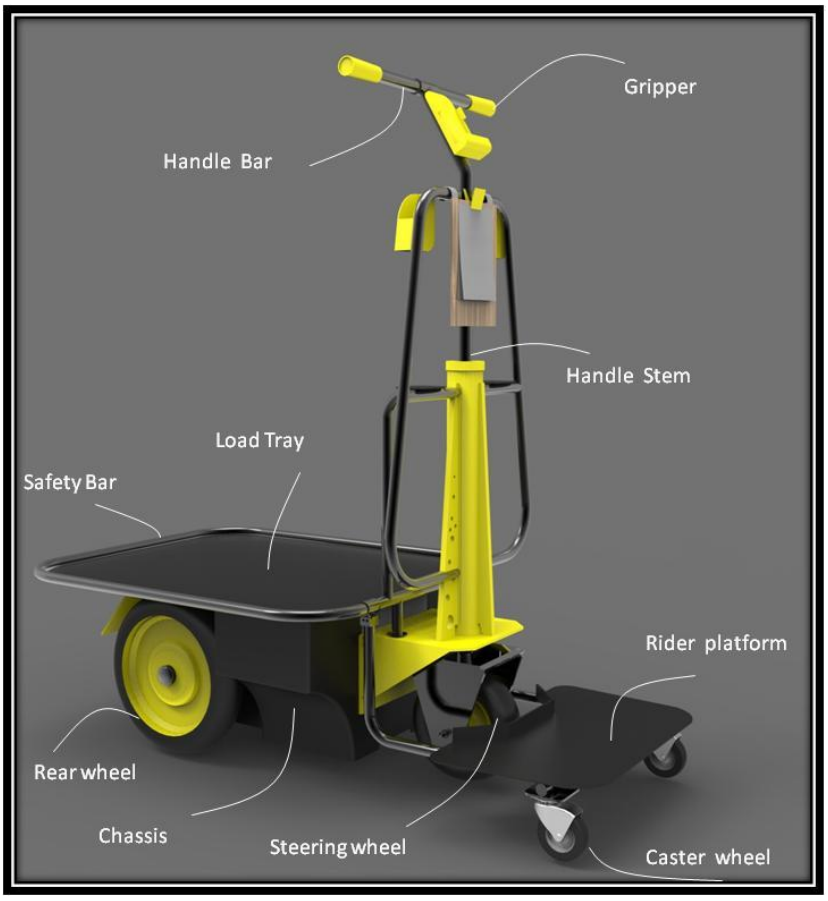
MOPTro™ has been designed to be used for people above 16 years of age.
The minimum weight of the rider should be 50 Kg so as to ensure that the rider safety is maintained.
The maximum weight of the rider should not be more than 90 Kg.

NOTE

MOPTro™ range depends on the Payload, Terrain, and riding habits.

4.1 Know your MOPTro™

This section describes the various components of MOPTro™ required for the User to ride the MOPTro™. The following figure depicts the various components of MOPTro™.



- Handle Bar
- Rider Platform
- Rear Wheel with Disc Brake
- Front Rubber wheels
- Charging Port
- Charger

4.1.1 Handle Bar

The handle bar is used for navigating MOPTro™. The User should hold the handle bar at the appropriate location at all times when standing on MOPTro™.

WARNING

To avoid any possible injury, do not stand or ride MOPTro™ without holding the handle bar.
To avoid any possible injury, do not ride MOPTro™ with one hand or without holding the handle bar.

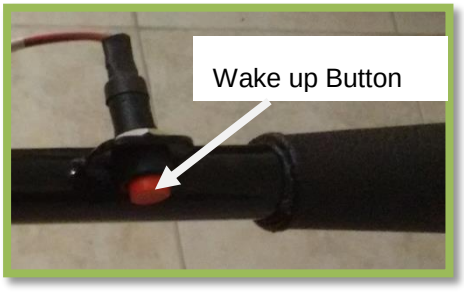
The handle bar contains the following components:

- Brake Lever
- Throttle
- Push Button
- Range Display

The above components are described in detail in the below sections:

4.1.1.1 Wake up Button

The Wake up push button is a feature customized for every MOPTro™ to ensure smooth switching on the vehicle. The Push button is positioned on the handle bar. By pressing the push button, the vehicle can be started



4.1.1.2 Brake Lever

The brake lever on MOPTro™ has two functionalities. When the brake lever is pulled, the following happens:

- The Rear disc brake is activated thereby bringing MOPTro™ to a halt
- The electronic switch on the brake lever cuts off the power to the system thereby slowing the vehicle

Both of the above provide adequate braking to MOPTro™ and enhance the rider safety.

4.1.1.3 Throttle

The throttle is provided to control the speed of MOPTro™. Positioning the thumb on the throttle lever and applying pressure on it will accelerate MOPTro™ and releasing the thumb will decelerate MOPTro™.

4.1.1.4 Range Display and Low Battery Indication LED

LED display will indicate the remaining range in Kms

The Battery Status indicate

System Status

The following are the two system status:

1. When the LED display glows continuously it indicates that the system is ON
2. When the LED does not glow it indicates that MOPTro™ is in Sleep mode note

If MOPTro™ is in Sleep mode *Refer to Section* ***Error! Reference source not found.*** ***Error! Reference source not found.***.

Low Battery Indication

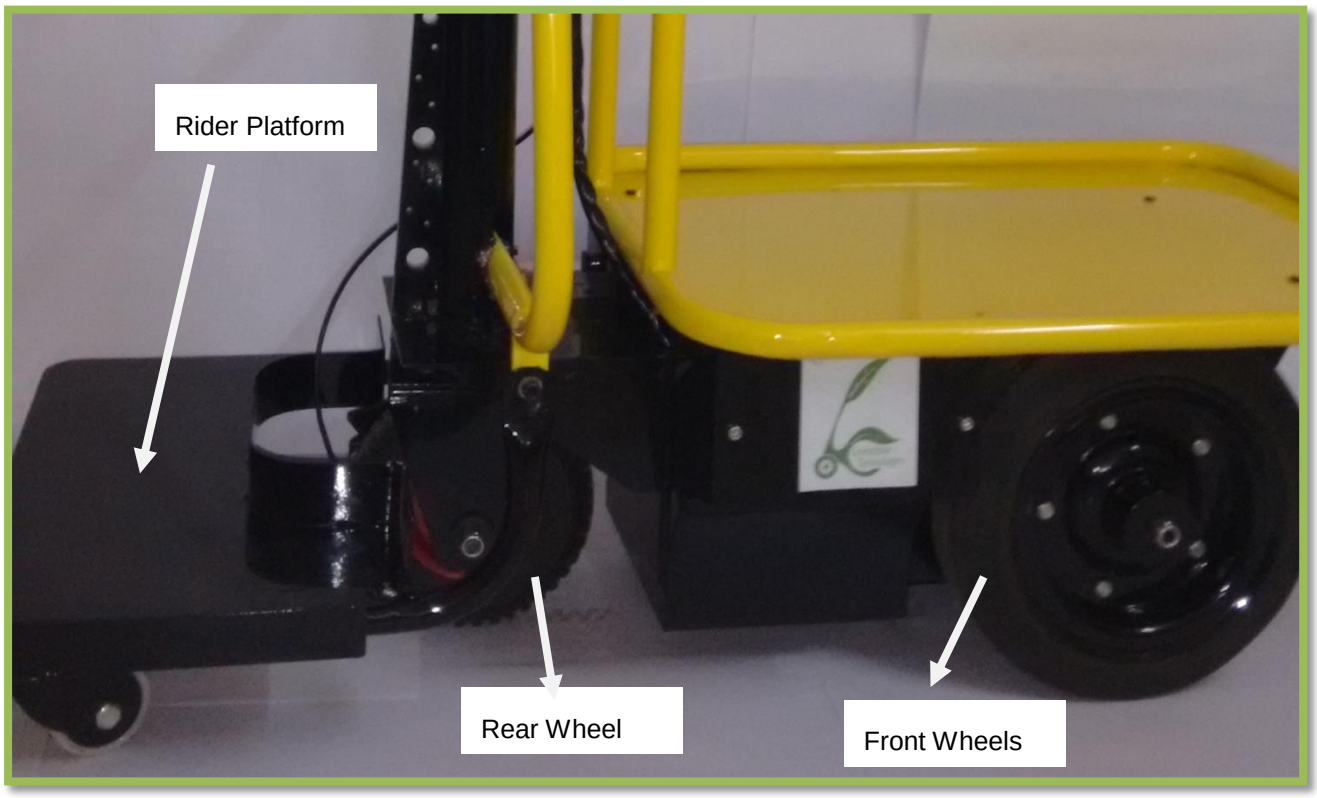
When the LED starts blinking & the buzzer is ON, it indicates that the battery is low. MOPTro™ must be stopped, and the batteries must be charged. *Refer to Section 5.1 Battery Charging*

CAUTION

Do not ride MOPTro™ when the LED Display Blinks.

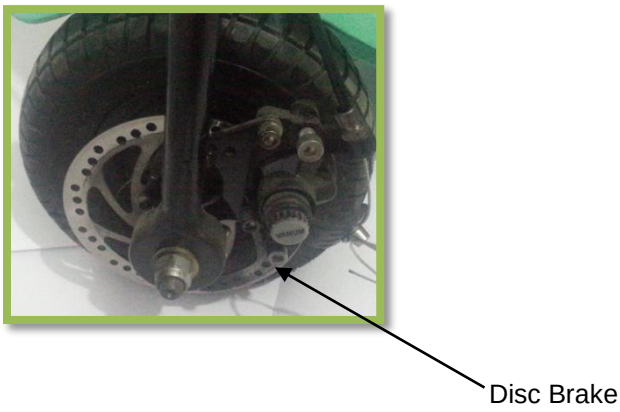
4.1.2 Rider platform

The rider platform is the place where the Rider has to stand appropriately to ensure a safe ride.



4.1.3 Rear Wheel with Disc Brake

The Rear wheel is a 4” solid rubber wheel which is coupled with a disc brake.



4.1.4 Front Wheel

The Front wheels are 10” rubber moulded tyres. All the wheels are positioned so as to provide appropriate stability for MOPTro™.

4.1.5 Charging Port

The charging port is provided on MOPTro™ to charge the batteries.

Charging Port

CAUTION

Do not insert any metal objects in the Charging port as it will Damage the product

WARNING

Do not use any third party charger, as it may lead to permanent damage to the Battery and On Board electronics.

4.1.6 Charger

A charger is provided with every MOPTro™ to charge the batteries. The charger can be connected to any house hold 220V, 50Hz supply.

WARNING

Do not touch charger when charging or immediately after switching off. The charger will be hot.
Do not use the charger if the wires/connectors are damaged.

5. Start-up Procedure

The Start-up procedure is done in order to ensure that MOPTro™'s performance is optimized and also to assist the user for first time use of MOPTro™. Setting up of MOPTro™ will familiarise the user with MOPTro™ and do the necessary prerequisites for the first ride. This is very important and has to be done cautiously.

5.1 Battery Charging

Before the first operation, MOPTro™ must be charged for a minimum duration of 8 hours and up to a maximum duration of 12 hours. To charge the batteries, perform the following steps:

1. Connect the 3-pin plug of the charger to a socket which is of Indian standard compliance (220V, 50Hz).
2. The connecter on the other end of the charger should be inserted into the connector in the MOPTro™'s charging port. The connector is designed to engage in one position only.
3. Push the connector into the connector socket. Refer figure below for connecting the connector.

CAUTION

To avoid any possible damage to MOPTro™, do not force the connector if it does not fit.
Use only the charger supplied with your vehicle.
Ensure that the charger is unplugged from the vehicle before operation.
Operation is possible only if the charger is unplugged from the vehicle.

WARNING

To avoid any possible electric shock do not force the connector if it does not fit.
To avoid any possible shock do not spray water on the charger.
To avoid any possible shock do not submerge the charger in water.
Proper ventilation has to be there when MOPTro™ is charged.
DONOT overcharge the batteries

4. Switch on the power supply.

NOTE

The Charger is provided with an LED which emits Red or Green light.
Red light indicates that the Batteries are getting charged.
Green light indicates that the Batteries are fully charged.

5. Switch off the charger once the Green light glows or after 8hrs of charging.

NOTE

In case the Red light continues to glow for more than 8 hours, switch off the charger and call nearest service personnel or log a complaint on our company service portal.
MOPTro™ does not power up when the charger is connected.

MOPTro™ is now ready for use.

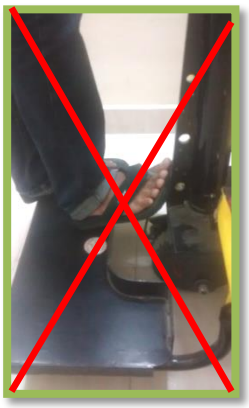
5.2 Standing on MOPTro™

The rider should always stand at the appropriate position on the MOPTro™.

1. The rider should stand on the mat towards the front of MOPTro™ only. Refer figure below:

WARNING

The rider should never stand towards the back of the MOPTro™ or with one leg in front and other leg in the back. Do not lift one leg while standing/riding on MOPTro™. This will lead to serious injury.



CAUTION

Stand on MOPTro™ only on the rider platform. Do not stand on other parts of MOPTro™ as it may damage MOPTro™.

WARNING

To avoid any possible injury, do not ride MOPTro™ unless the rider is standing at the appropriate position.

2. Hold the handle bar with both hands as shown in figure below.

5.3 Powering-up

By default, MOPTro™ is in sleep mode. To power-up, press and Hold the Wake-up button (Red color) for a 1 second and release it. MOPTro™ is ready to move using Throttle.

6. Riding MOPTro™

To ride MOPTro™ it must be powered up Refer to Section 5.3 Powering-Up. Once MOPTro™ is powered-up do the following to ride MOPTro™:

1. Stand on the Rider platform and hold the handle bar. Refer to Section 5.2 Standing on MOPTro™.
2. Press the wake-up button and release after a second, to switch on the vehicle
3. Press the throttle with the thumb. MOPTro™ will move forward.
4. Steer MOPTro™ in the required direction.
5. To stop MOPTro™ pull the brake lever.

NOTE

The Throttle will not work when the brake lever is pulled.

NOTE

The braking distance for MOPTro™ at a top speed of 15 KMPH is 0.5 Meters (approx).

MOPTro will automatically switch off if the vehicle is not used for more than 60 Seconds.

7. MOPTro™ Maintenance

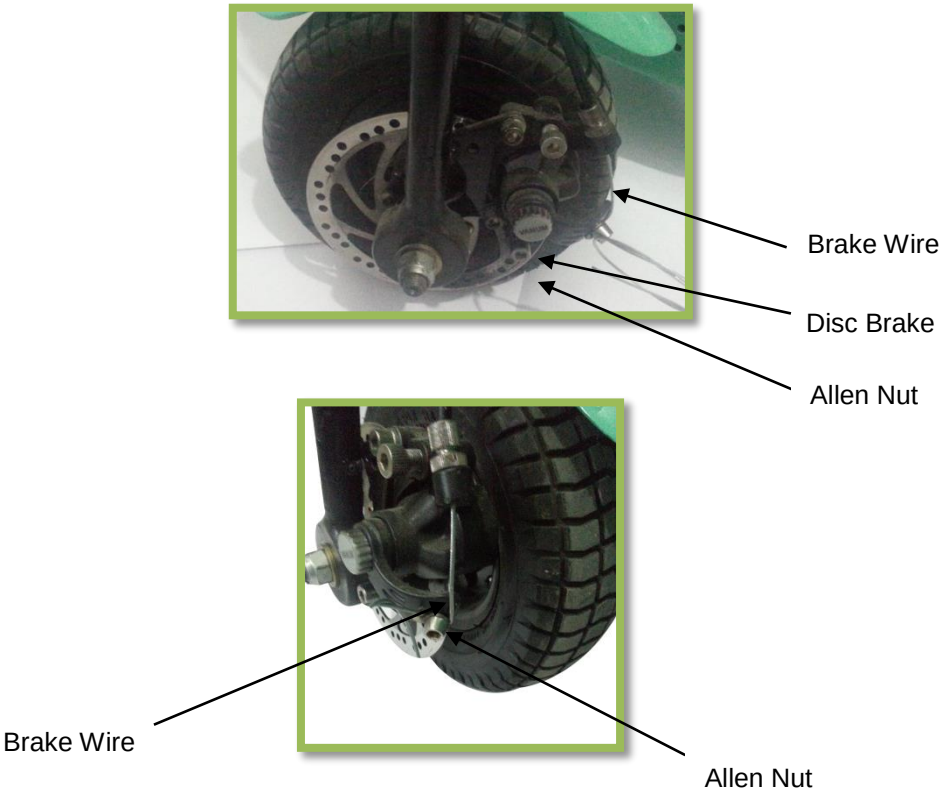
MOPTro™ is designed in such a way so as to ensure minimum or no maintenance. MOPTro™ maintenance must be done by the user on a regular basis.

TASK	SPECIFICATION	DURATION
Dry-Wash & Vacuum	Wipe with a duster cloth & Vacuum clean the vehicle	Daily
Wet-Wash	Dip the duster cloth in water and then squeeze it. Wipe MOPTro™ with the cloth. Do not pour water on MOPTro™ Do not spray water on MOPTro™	Weekly
Tyre	Check for tyre ware out and any damage to the rubber Swap the Front tyres once in every	Fortnightly
Brake Wire	The brake wire tension must be checked and adjusted accordingly	Weekly/As and when required

For any other queries or maintenance issues log a complaint in our customer service portal or call the service personnel on +91 80 414 724 28 or email to gdt@greendzine.in.

7.1 Brake Wire Adjustment

The brake wire tension must be adjusted on a weekly basis or whenever the user feels that the brakes are ineffective.



To adjust the brake wire, do the following:

1. Pull the brake lever.

2. Loosen the nut with an allen key.

3. Hold the brake wire with cutting pliers and pull it.
4. Tighten the nut.
5. Release the brake lever.

8. Trouble Shooting

8.1 MOPTro not running after waking up

When MOPTro is not moving on pushing the throttle, check for below points.

- Any of the Tyres are Jammed
- Brake shoe is broken or Jammed
- Brake wire is Cut
- Throttle wire is Cut
- Brake lever is in pulled position or struck in pulled position. "Refer pictures in Section 7.1 Brake wire Adjustment".
- LED display is OFF

Please raise a request in Greendzine "Customer Service Portal" stating above issue.

8.2 MOPTro not charging

When there is a problem with charging follow below steps:

- Take a unconnected charger and connect to power socket (make sure not connected to MOPTro)
- Turn ON power switch and observe green LED is glowing in Charger
- Turn OFF power. Connect charger to MOPTro (Refer section "5.1 Battery charging")
- Turn ON power switch. Observe Red LED is glowing.

Please raise a request in Greendzine "Customer Service Portal" stating which of the above step failed.

8.3 Brake is not effective

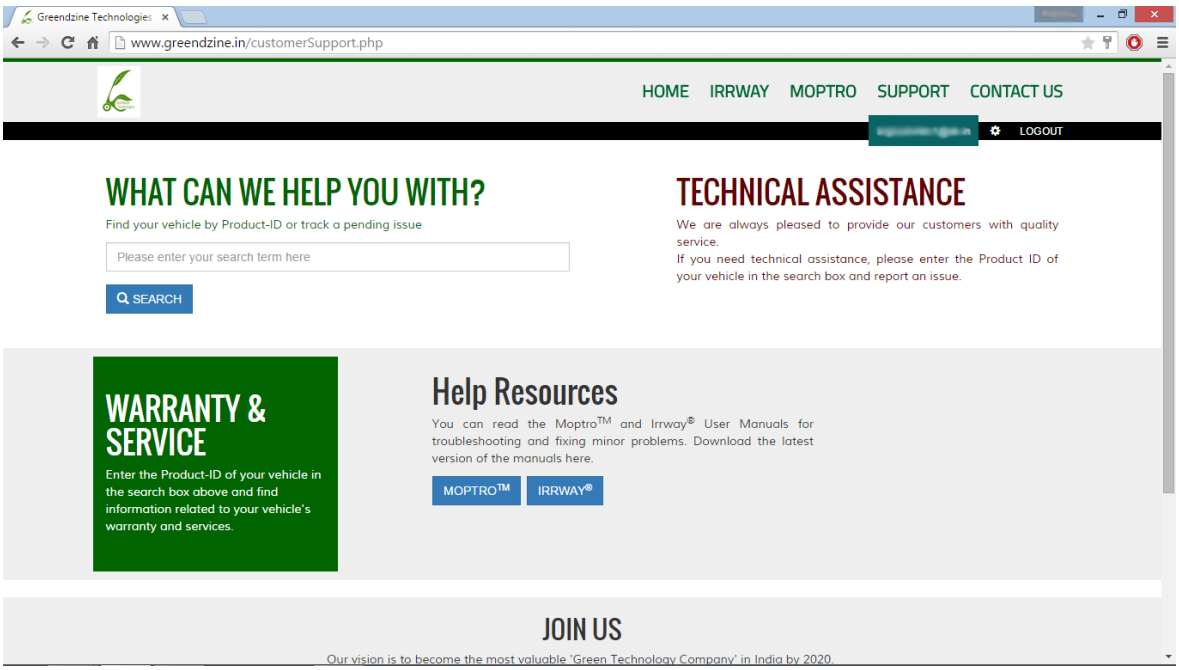
Disc brake requires regular maintenance. When rider finds the brake not effective, follow below steps.

- Check if brake wire is cut. If yes, raise a Service request in "Service portal".
- Adjust the brake shoe for appropriate brake effectiveness. "Refer Section 7.1 Brake wire Adjustment"

9. Customer Service Portal

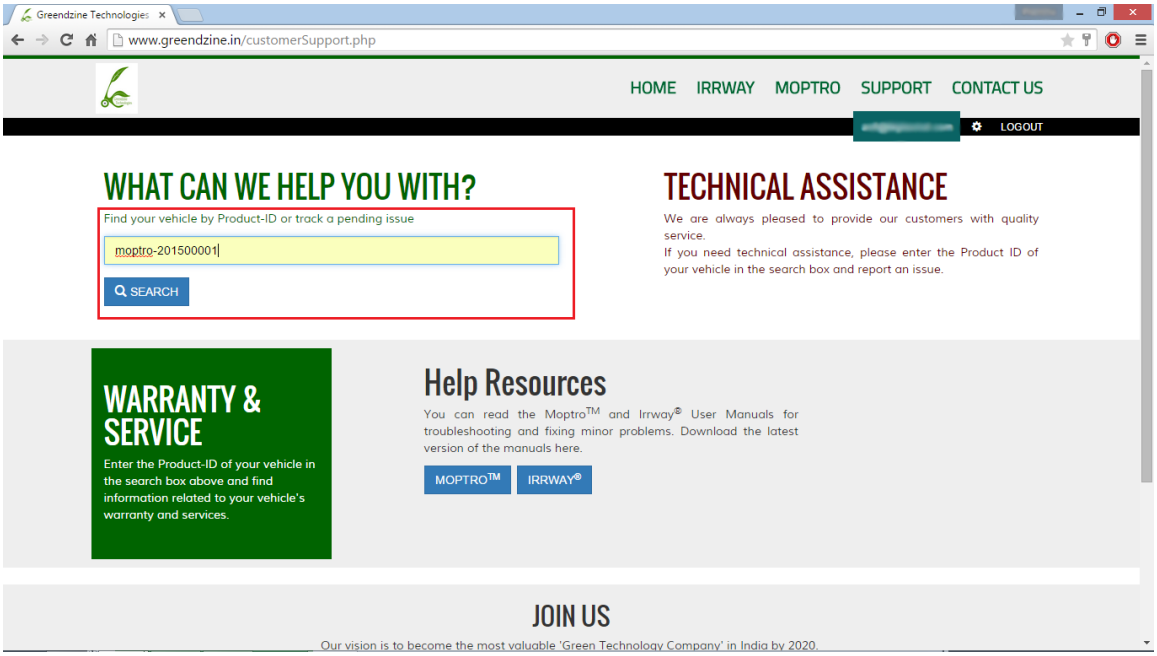
You can look up all the information related to MOPTro with its product-ID (present on the vehicle). You can also track or raise issues on the portal.

9.1 The Home Screen


Greendzine Technologies
www.greendzine.in/customerSupport.php
HOME
IRRWAY
MOPTRO
SUPPORT
CONTACT US
LOGOUT
WHAT CAN WE HELP YOU WITH?
Find your vehicle by Product-ID or track a pending issue
Please enter your search term here
SEARCH
TECHNICAL ASSISTANCE
We are always pleased to provide our customers with quality service.
If you need technical assistance, please enter the Product ID of your vehicle in the search box and report an issue.
WARRANTY & SERVICE
Enter the Product-ID of your vehicle in the search box above and find information related to your vehicle's warranty and services.
Help Resources
You can read the Moptro™ and Irrway® User Manuals for troubleshooting and fixing minor problems. Download the latest version of the manuals here.
MOPTRO™
IRRWAY®
JOIN US
Our vision is to become the most valuable 'Green Technology Company' in India by 2020.

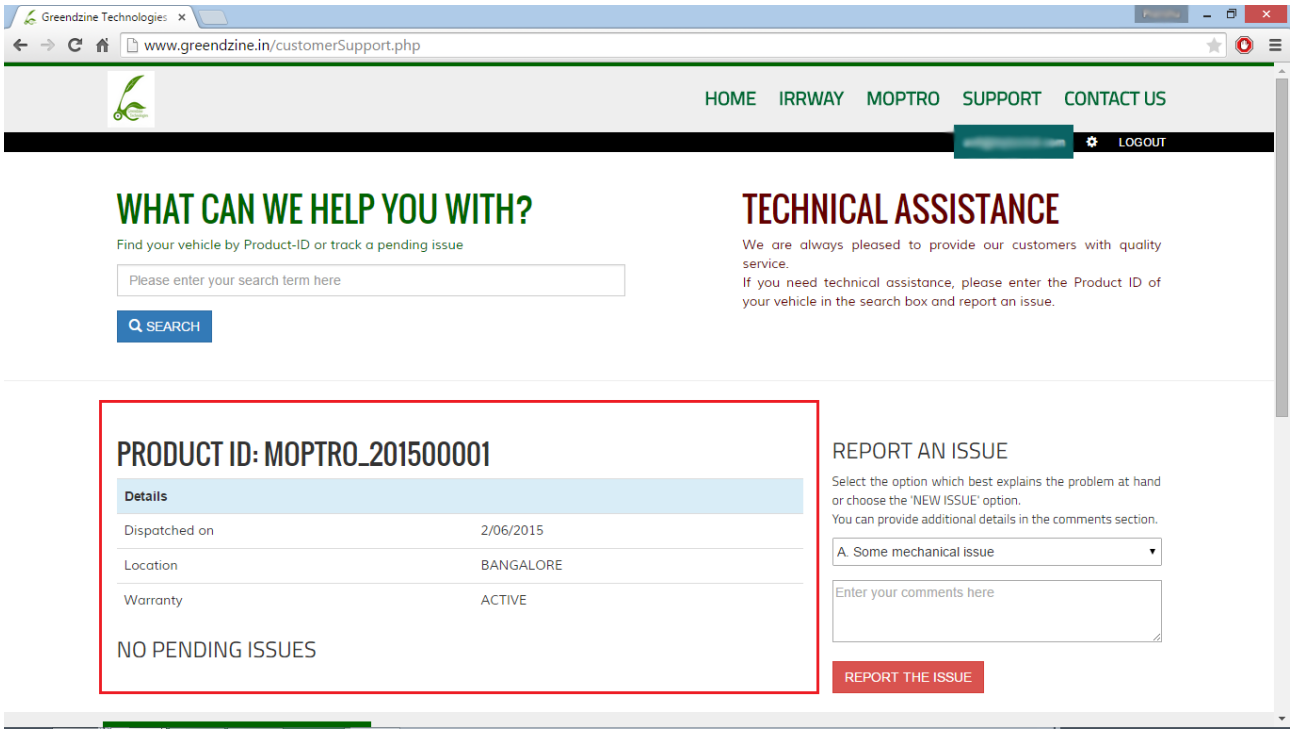
9.2 The Search Box

The home page has a search box where you can search information for a vehicle using its Product-ID as the search term. You can also track the status of an issue using the issue reference number with the same search box.


Greendzine Technologies
www.greendzine.in/customerSupport.php
HOME
IRRWAY
MOPTRO
SUPPORT
CONTACT US
LOGOUT
WHAT CAN WE HELP YOU WITH?
Find your vehicle by Product-ID or track a pending issue
moptro-201500001
SEARCH
TECHNICAL ASSISTANCE
We are always pleased to provide our customers with quality service.
If you need technical assistance, please enter the Product ID of your vehicle in the search box and report an issue.
WARRANTY & SERVICE
Enter the Product-ID of your vehicle in the search box above and find information related to your vehicle's warranty and services.
Help Resources
You can read the Moptro™ and Irrway® User Manuals for troubleshooting and fixing minor problems. Download the latest version of the manuals here.
MOPTRO™
IRRWAY®
JOIN US
Our vision is to become the most valuable 'Green Technology Company' in India by 2020.

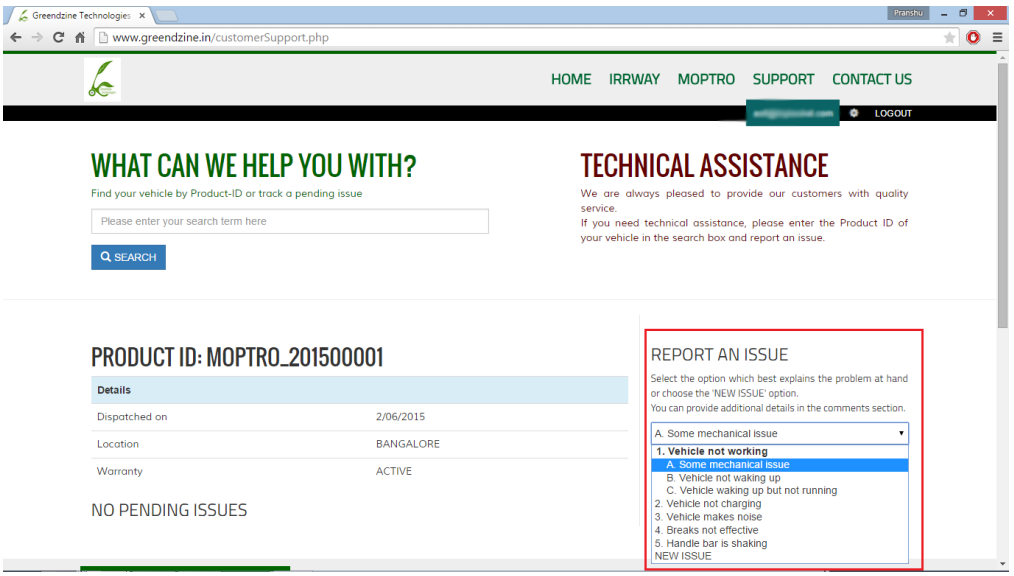
9.3 Product Search

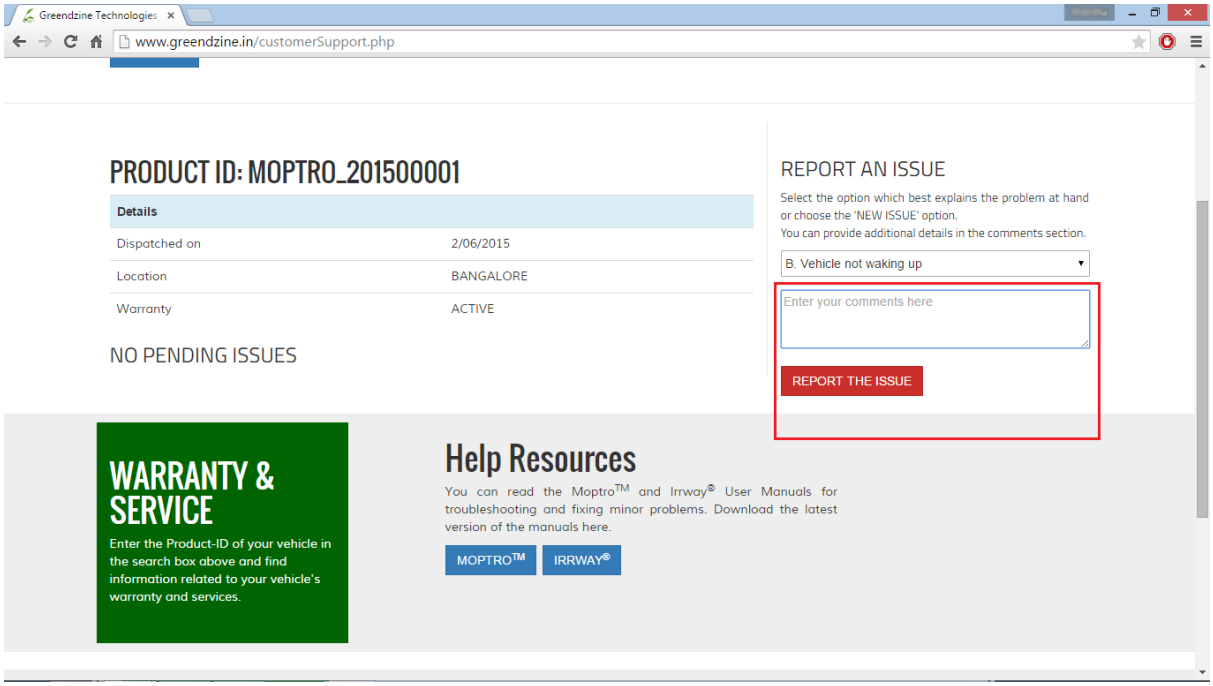
The search result for a Product-ID includes warranty status, dispatch date and pending issues (if any). An issue reporting section is also there.

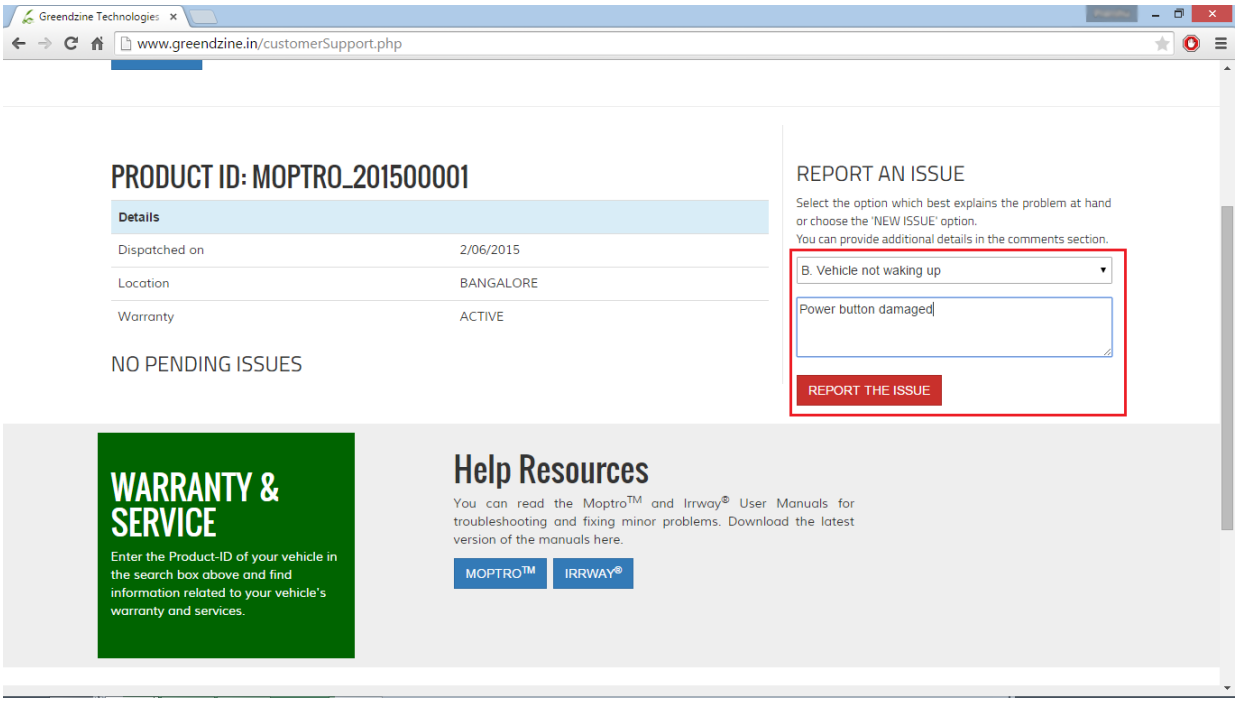

Greendzine Technologies
www.greendzine.in/customerSupport.php
HOME
IRRWAY
MOPTRO
SUPPORT
CONTACT US
LOGOUT
WHAT CAN WE HELP YOU WITH?
Find your vehicle by Product-ID or track a pending issue
Please enter your search term here
SEARCH
TECHNICAL ASSISTANCE
We are always pleased to provide our customers with quality service.
If you need technical assistance, please enter the Product ID of your vehicle in the search box and report an issue.
PRODUCT ID: MOPTRO_201500001
Details
Dispatched on
2/06/2015
Location
BANGALORE
Warranty
ACTIVE
NO PENDING ISSUES
REPORT AN ISSUE
Select the option which best explains the problem at hand or choose the 'NEW ISSUE' option.
You can provide additional details in the comments section.
A. Some mechanical issue
Enter your comments here
REPORT THE ISSUE

9.4 Reporting an Issue

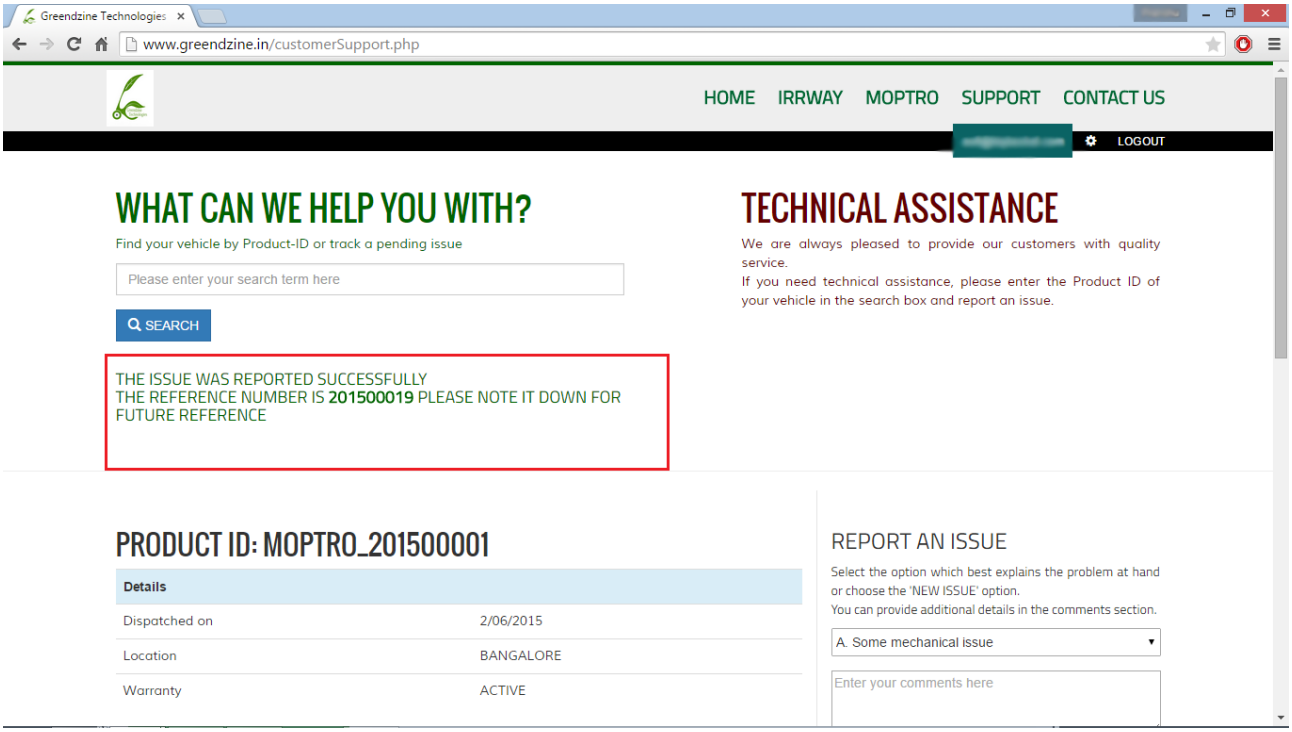
If you need technical assistance with your MOPTro, you can raise an issue in the ‘report an issue’ section. Select the option which best explains the problem and submit. You can also provide additional details of the issue. The information will be used to provide better service.

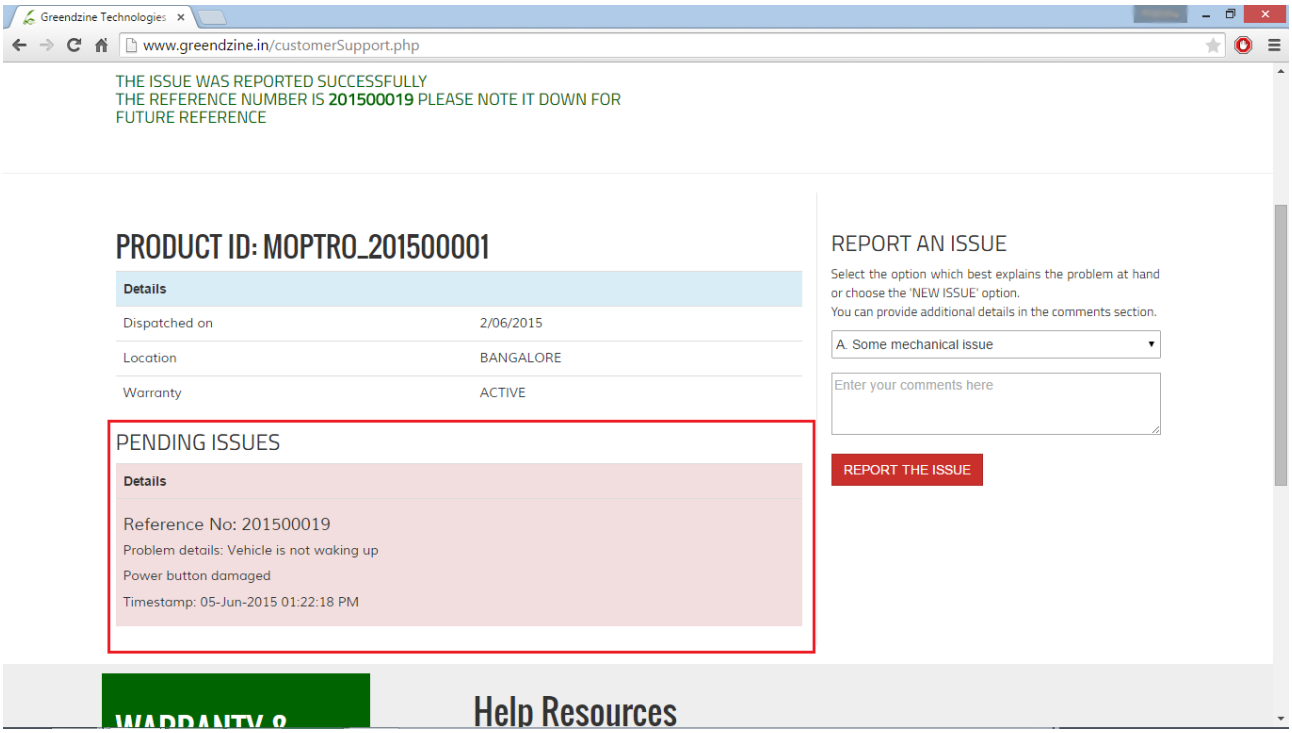

Greendzine Technologies
www.greendzine.in/customerSupport.php
HOME
IRRWAY
MOPTRO
SUPPORT
CONTACT US
LOGOUT
WHAT CAN WE HELP YOU WITH?
Find your vehicle by Product-ID or track a pending issue
Please enter your search term here
SEARCH
TECHNICAL ASSISTANCE
We are always pleased to provide our customers with quality service.
If you need technical assistance, please enter the Product ID of your vehicle in the search box and report an issue.
PRODUCT ID: MOPTRO_201500001
Details
Dispatched on
2/06/2015
Location
BANGALORE
Warranty
ACTIVE
NO PENDING ISSUES
REPORT AN ISSUE
Select the option which best explains the problem at hand or choose the 'NEW ISSUE' option.
You can provide additional details in the comments section.
A. Some mechanical issue
1. Vehicle not working
A. Some mechanical issue
B. Vehicle not waking up
C. Vehicle waking up but not running
2. Vehicle not charging
3. Vehicle makes noise
4. Breaks not effective
5. Handle bar is shaking
NEW ISSUE


Greendzine Technologies
www.greendzine.in/customerSupport.php
PRODUCT ID: MOPTRO_201500001
Details
Dispatched on 2/06/2015
Location BANGALORE
Warranty ACTIVE
NO PENDING ISSUES
REPORT AN ISSUE
Select the option which best explains the problem at hand or choose the 'NEW ISSUE' option.
You can provide additional details in the comments section.
B. Vehicle not waking up
Enter your comments here
REPORT THE ISSUE
WARRANTY & SERVICE
Enter the Product-ID of your vehicle in the search box above and find information related to your vehicle's warranty and services.
Help Resources
You can read the Moptro™ and Irrway® User Manuals for troubleshooting and fixing minor problems. Download the latest version of the manuals here.
MOPTRO™
IRRWAY®


Greendzine Technologies
www.greendzine.in/customerSupport.php
PRODUCT ID: MOPTRO_201500001
Details
Dispatched on 2/06/2015
Location BANGALORE
Warranty ACTIVE
NO PENDING ISSUES
REPORT AN ISSUE
Select the option which best explains the problem at hand or choose the 'NEW ISSUE' option.
You can provide additional details in the comments section.
B. Vehicle not waking up
Power button damaged
REPORT THE ISSUE
WARRANTY & SERVICE
Enter the Product-ID of your vehicle in the search box above and find information related to your vehicle's warranty and services.
Help Resources
You can read the Moptro™ and Irrway® User Manuals for troubleshooting and fixing minor problems. Download the latest version of the manuals here.
MOPTRO™
IRRWAY®

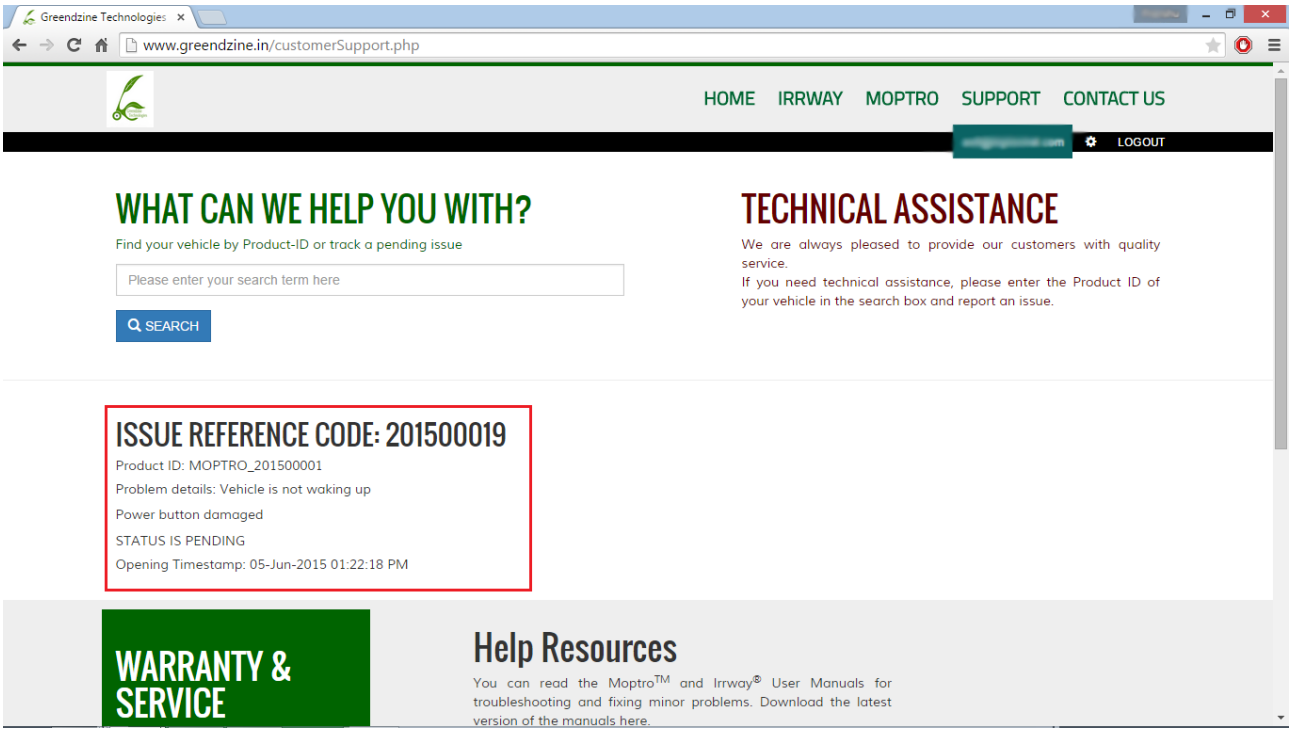
You will get an 'Issue Reference Number' after reporting the issue, please note it down for future reference.


Greendzine Technologies
www.greendzine.in/customerSupport.php
HOME
IRRWAY
MOPTRO
SUPPORT
CONTACT US
LOGOUT
WHAT CAN WE HELP YOU WITH?
Find your vehicle by Product-ID or track a pending issue
Please enter your search term here
SEARCH
THE ISSUE WAS REPORTED SUCCESSFULLY
THE REFERENCE NUMBER IS 201500019 PLEASE NOTE IT DOWN FOR FUTURE REFERENCE
TECHNICAL ASSISTANCE
We are always pleased to provide our customers with quality service.
If you need technical assistance, please enter the Product ID of your vehicle in the search box and report an issue.
PRODUCT ID: MOPTRO_201500001
Details
Dispatched on 2/06/2015
Location BANGALORE
Warranty ACTIVE
REPORT AN ISSUE
Select the option which best explains the problem at hand or choose the 'NEW ISSUE' option.
You can provide additional details in the comments section.
A. Some mechanical issue
Enter your comments here


Greendzine Technologies
www.greendzine.in/customerSupport.php
THE ISSUE WAS REPORTED SUCCESSFULLY
THE REFERENCE NUMBER IS 201500019 PLEASE NOTE IT DOWN FOR FUTURE REFERENCE
PRODUCT ID: MOPTRO_201500001
Details
Dispatched on 2/06/2015
Location BANGALORE
Warranty ACTIVE
PENDING ISSUES
Details
Reference No: 201500019
Problem details: Vehicle is not waking up
Power button damaged
Timestamp: 05-Jun-2015 01:22:18 PM
REPORT AN ISSUE
Select the option which best explains the problem at hand or choose the 'NEW ISSUE' option.
You can provide additional details in the comments section.
A. Some mechanical issue
Enter your comments here
REPORT THE ISSUE
Help Resources

9.5 Issue Status Tracking

You can track the service status of issues for your MOPTro using the search box


Greendzine Technologies
www.greendzine.in/customerSupport.php
HOME
IRRWAY
MOPTRO
SUPPORT
CONTACT US
LOGOUT
WHAT CAN WE HELP YOU WITH?
Find your vehicle by Product-ID or track a pending issue
Please enter your search term here
SEARCH
TECHNICAL ASSISTANCE
We are always pleased to provide our customers with quality service.
If you need technical assistance, please enter the Product ID of your vehicle in the search box and report an issue.
ISSUE REFERENCE CODE: 201500019
Product ID: MOPTRO_201500001
Problem details: Vehicle is not waking up
Power button damaged
STATUS IS PENDING
Opening Timestamp: 05-Jun-2015 01:22:18 PM
WARRANTY & SERVICE
Help Resources
You can read the Moptro™ and Irrway® User Manuals for troubleshooting and fixing minor problems. Download the latest version of the manuals here.